

Recycling: PART OF BEING A GOOD NEIGHBOR



PROPERTY MANAGER GUIDE

You hold the key to success!

As a community owner or manager, you see how much trash your residents throw away, and you know the more garbage, the higher the bill. The environment pays a price, too. Trash consumes landfill space and wastes scarce natural resources. Fortunately you can save money and the environment. We hope this toolkit provides you with everything you need to implement a successful recycling program in your community. The toolkit contains the following:

1. The **Property Manager Guide** provides tips and resources to set up and maintain an effective on-site recycling program. Please review the guide and keep it for future reference.
2. The **Recycling Poster** lists and illustrates which materials are and are not accepted. Please post in your community's recycling area.
3. The **Move-In Packet** is designed to introduce new residents to the community's recycling program. Each packet includes a welcome letter, a how-to postcard with a list of recyclable materials and a flyer addressing waste items typically generated during move-in. Please give the packet to new residents as soon as they move in.
4. The **Move-Out Flyer** provides resources to help residents reduce waste when they leave your community. Please give to residents as they prepare to move out.



RECYCLING PROGRAM BASICS

- Recycling containers are provided and serviced at no additional charge. If you need to make changes to your recycling or garbage service, contact your hauler. *(See Helpful Contacts on back page.)*
- For a list of materials accepted for recycling, please refer to the how-to postcard or the recycling poster included in this toolkit.
- Many materials not accepted in your on-site recycling program can still be reused or dropped off for recycling elsewhere. For information on where to take these items, contact RecycleWorks. *(See Helpful Contacts on back page.)*



TIPS FOR SETTING UP A SUCCESSFUL PROGRAM

- **Set a supportive tone about recycling early.**
- **Introduce new residents to the community's recycling program as soon as they move in.**
- **If possible, do a walk-through of the community and visit the recycling area.**
- **It's also a good idea to provide a map of the site with the recycling location clearly marked.**
- **Emphasize in conversation that recycling and other waste reduction efforts are part of your property's good neighbor practice.**



SUCCESSFUL RECYCLING

BE CONSISTENT.

Frequent reinforcement is crucial to your program's success. You can add a recycling requirement to your lease. Remind and update your residents on the program through flyers posted in common areas, emails (consider setting up an opt-in resident email list) and personal contact.

BUILD ENTHUSIASM.

Share the environmental benefits of recycling and waste reduction to motivate your residents. Make them feel part of a team effort. Present recycling as part of a good neighbor practice that helps build community. Consider a slogan or name for your community's program, e.g. "Park Towers Recycles!" to foster a sense of ownership among your residents.

INVOLVE RESIDENTS AND MAINTENANCE STAFF.

Recruit motivated neighbors to help monitor the recycling containers, report problems, distribute informational materials and talk to other residents about the program. Solicit input from maintenance staff to help solve problems and continuously improve the program.

GIVE AND SOLICIT RESIDENT FEEDBACK.

Provide positive reinforcement and sustain enthusiasm by posting the amount of materials recycled in a common area. (Note: RethinkWaste will provide this information to you on an annual basis through a Progress Report. This report is designed to be the perfect size to attach to the lower right area of the poster.) Consider setting a goal for your community and tracking progress on a regular basis. Invite resident feedback and suggestions for improvement.

NETWORK WITH OTHER PROPERTY MANAGERS.

Find out how recycling programs in other community's in your area are working and exchange ideas and experiences. Make it an agenda item at your next property manager's association meeting.

BEYOND RECYCLING: REUSE

Better even than recycling is reuse. Reuse helps retain the resources that went into making the item, including energy.

ENCOURAGE REUSE.

Most residents struggle with a lack of storage space. To promote reuse and prevent residents from dumping items in the trash room or carport, consider sponsoring a **community-wide yard sale**.

If your community cannot accommodate such an event, consider arranging with a local **charity for a special pick-up day at your location**.

Let residents know that there are also several local **online material exchange services**, including www.craigslist.org, www.freecycle.org, www.local2me.com, www.peninsulaonline.com and www.fogster.com.

You can order **free Reuse Guides** from RecycleWorks. (See *Helpful Contacts on back page*.) Consider posting a copy of the guide in a common area as well as having several copies on-hand to give to your residents.

Consider designating an area in the laundry room, garage lobby or another common area of the community for a **swap table**. Invite residents to place items that are in good condition, such as books or children's toys, for others to take. This works best if you have at least one resident willing to keep the area tidy.

WASTE PREVENTION

The easiest way to manage waste is not to create it in the first place.

STOP JUNK MAIL.

The average resident receives about 7 times more direct mail than personal mail. Encourage your residents to have their names taken off commercial marketing lists. Filling out a couple of form letters will eliminate most junk mail. For detailed instructions contact RecycleWorks (See *Helpful Contacts on back page*) or visit www.stopjunkmail.org.

BULKY ITEMS

Allied Waste provides two additional on-call pick-ups per year at no extra charge to help your residents dispose of excess garbage and oversized items such as appliances, mattresses, furniture, etc. except refrigerators.*

Each unit in your community may place up to 6-32 gallon garbage bags and one bulky item. Note that pick-ups can only be made for the entire community and have to be scheduled by the property manager. Call Allied Waste to request an appointment and for more information. (See *Helpful Contacts* on back page.)

* Refrigerators must be removed on an individual basis. Fees apply. Please call your hauler for details.



ENVIRONMENTALLY SOUND PROPERTY MANAGEMENT

Reducing household waste is just one aspect of eco-friendly property management. There are many other ways to ease your community's impact on the environment, save money and make your residents feel good about being part of your property's community.

CONSTRUCTION AND DEMOLITION.

Are there community remodeling activities underway on your property? Construction and demolition materials (C&D) make up 28% of the trash going to landfills in California. Most cities in San Mateo County have passed ordinances that require recycling of these materials. Contact your city or the County of San Mateo to find out about the applicable policy. Recyclable C&D materials include clean wood, paper, cardboard, scrap metal, dirt, concrete, asphalt, clean carpet padding, and yard trimmings. All of these can be recycled at the Shoreway Disposal Center. (See *Helpful Contacts*.)

For additional C&D recycling locations, information on other materials, or to order a *Construction Site Recycling Guide*, contact RecycleWorks. (See *Helpful Contacts*.)

LANDSCAPING AND PEST MANAGEMENT.

The way you manage your property's landscaped areas greatly affects the health of local creeks, the San Francisco Bay and the Pacific Ocean. Minimizing the use of pesticides and garden chemicals, choosing native and drought-resistant plants, using mulch and

switching to a water-efficient irrigation system are all eco-friendly landscaping techniques. The rewards are not only a reduced water bill and less maintenance but also a yard that is safer for your residents, pets and local wildlife. To learn more about less toxic pest control visit www.ourwaterourworld.org. To request a free copy of the booklet "Bay Friendly Gardening" call the San Mateo Countywide Stormwater Pollution Prevention Program (STOPPP.) (See *Helpful Contacts*.)

ONLY RAIN DOWN THE STORM DRAIN.

80% of pollutants entering the San Francisco Bay come from polluted stormwater runoff. Sources of the pollution include leaking oil, antifreeze and gasoline from vehicles, soap and chemicals from washing cars, pesticides and sewage leaks. Please monitor the storm drains adjacent to your property and encourage your residents to do the same. For more information, call the San Mateo Countywide Stormwater Pollution Prevention Program (STOPPP.) (See *Helpful Contacts*.)

HAZARDOUS WASTE

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It is illegal to dispose of toxic materials in the garbage. They must be handled separately at special collection sites. Two types of service are available to you:

Hazardous Waste Collection for Residents

Hazardous Waste Collection for Businesses

HAZARDOUS WASTE COLLECTION FOR RESIDENTS

RESIDENTS CAN DROP-OFF:

Household batteries, fluorescent light bulbs and tubes, latex paint, used motor oil & filters, antifreeze:

Shoreway Recycling Center (See *Helpful Contacts.*)

RESIDENTS MUST MAKE AN APPOINTMENT FOR:

Household toxics including cleaning supplies, oil-based paint, pesticides, garden & hobby chemicals and mercury-containing items:

San Mateo County Household Hazardous Waste Hotline
Call 650-363-4718 for a drop off appointment at a special collection event. These collections are held almost weekly, rotating around eight locations in South San Francisco, Pacifica, San Bruno, San Carlos, Menlo Park, San Mateo, Redwood City, and Half Moon Bay.

Tip: Residents in multi-family dwellings often generate only small amounts of hazardous waste. Help your residents

do the right thing and keep toxics out of the garbage by organizing occasional community-wide collection events, or by setting up a permanent collection bin for household batteries and cell phones.

HAZARDOUS WASTE COLLECTION FOR BUSINESSES

As a business, property management companies may fall into the Very Small Quantity Generator (VSQG) program offered through the Environmental Health Dept. If your property needs to dispose of quantities larger than allowed under the VSQG program, contact a Hazardous Waste hauler to properly handle your materials. Fees apply. (See *Helpful Contacts.*)

ELECTRONIC WASTE

Discarded computers, monitors, televisions, cell phones, fax machines, stereos and other electronic equipment contain heavy metals and other toxic materials. It is illegal to put these items in the garbage.

Recycling: Free drop-off at Shoreway Recycling Center (See *Helpful Contacts.*)

Reuse: Goodwill's Re-Connect program

1-888-4-GOODWILL.

For 20 or more computers, a free pick-up can be arranged. Call 415-575-2150.

HELPFUL CONTACTS

- **Allied Waste of San Mateo County**
650-592-2411
www.alliedwastesanmateocounty.com
M-F 8:00 a.m. – 4:30 p.m.
- **RethinkWaste**
650-802-3500
RethinkWaste.org
- **RecycleWorks**
1-888-442-2666
www.RecycleWorks.org
- **Shoreway Recycling Center**
333 Shoreway Road, Gate 1
San Carlos
650-592-2411
M-Sat 8:30 a.m. – 4:00 p.m.
- **Shoreway Disposal Center**
225 Shoreway Road, Gate 2
San Carlos
650-592-0255
M-F 6:00 a.m. – 6:00 p.m.
Sat, Sun 8:00 a.m. – 5 p.m.
- **San Mateo County Household Hazardous Waste Program**
For drop-off appointments
650-363-4718
www.smhealth.org/hhw
- **San Mateo County Department of Environmental Health**
VSQG program, hazardous materials disposal, storm- and groundwater protection, and to report sewage leaks, hazardous material spills and illegal dumping into storm drains
650-363-4305
www.smhealth.org/envirom
- **San Mateo Countywide Stormwater Pollution Prevention Program (STOPPP)**
650-363-4305
www.flowstobay.org
- **Your city** may also be able to assist with recycling, stormwater, construction and demolition, green building and other waste-related issues.

OTHER RESOURCES

For more information relevant to multi-family property managers, contact the following local organizations:

- **Acterra**
650-962-9876
www.acterra.org
Environmental stewardship, information and activism. Published eco calendar.
- **California Apartment Association**
800-967-4222
www.caanet.org
Statewide rental housing trade association.
- **Tri-County Apartment Association**
408-873-1599
www.tcaa.org
Provides service and support to rental property owners in San Mateo, Santa Clara and Santa Cruz Counties.